NETC-EST-E04031

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SafeWord Hardware Token Registration Guide

27 July 2004

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OPERATIONAL ENGINEERING DIRECTORATE

DEPARTMENT OF THE ARMY
NETWORK ENTERPRISE TECHNOLOGY COMMAND/9TH ASC
U.S. ENTERPRISE SYSTEMS TECHNOLOGY ACTIVITY
FORT HUACHUCA, ARIZONA, 85613-7070

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EXECUTIVE SUMMARY

The following document provides instructions on registering the SafeWord hardware token. It also includes instructions on assigning a PIN (Personal Identification Number), and testing and re-syncing of the SafeWord hardware token. Please note that US Army NETCOM/9th Army Signal Command will be responsible for distributing hardware tokens to users.

Secure Computing is a manufacturer of strong authentication products such as SafeWord hardware tokens and SafeWord RemoteAccess software for remote access authentication. SafeWord hardware tokes are used to generate one-time pass codes. The pass code in addition to a user specified PIN is used as a password for remote access authentication. Use of tokens and PINs are a very secure solution for remote access since the pass code and PIN combination changes each time the user tries to authenticate.

This implementation of token technology is for use with a Limited User Test (LUT) of a Commercial ISP (Internet Service Provider). An Army remote user's user id, token generated pass code, and user specified PIN would be used for both ISP and VPN (Virtual Private Network) authentication.

TABLE OF CONTENTS

1.0 INTRODUCTION

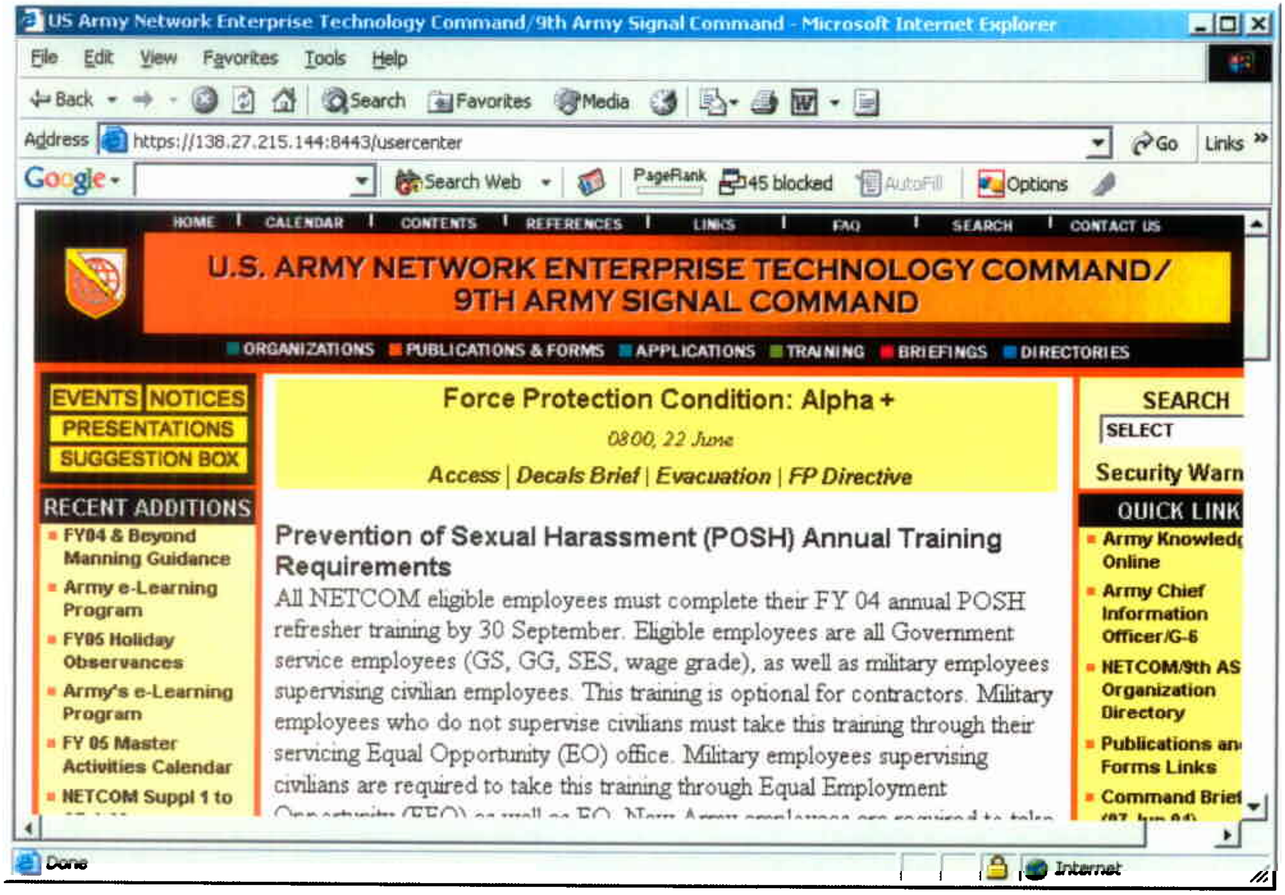
The following document provides instructions on registering the SafeWord hardware token. It also includes instructions on assigning a PIN, testing and re-syncing of the SafeWord hardware token. Please note that US Army NETCOM/9th Army Signal Command will be responsible for distributing hardware tokens to users.

This implementation of token technology is for use with a Limited User Test of a Commercial ISP. An Army remote user's user id, token generated pass code, and user specified PIN would be used for both ISP and VPN authentication.

Execution of the following instructions requires a reliable Internet access to the SafeWord user center website utilizing Internet Explorer 6.0. Please note that these instructions only need to be done once when a user first receives a new SafeWord hardware token, and prior to establishing a secure remote access connection.

2.0 REGISTERING SAFEWORD HARDWARE TOKEN

Step 1: Open Internet Explorer and type in the following address in the address bar, https://138.27.215.144:8443/usercenter and hit the 'Enter' key on your keyboard.



US Army Network Enterprise Technology Command/9th Army Signal Command - Microsoft Internet Explorer

Address https://138.27.215.144:8443/usercenter

U.S. ARMY NETWORK ENTERPRISE TECHNOLOGY COMMAND/ 9TH ARMY SIGNAL COMMAND

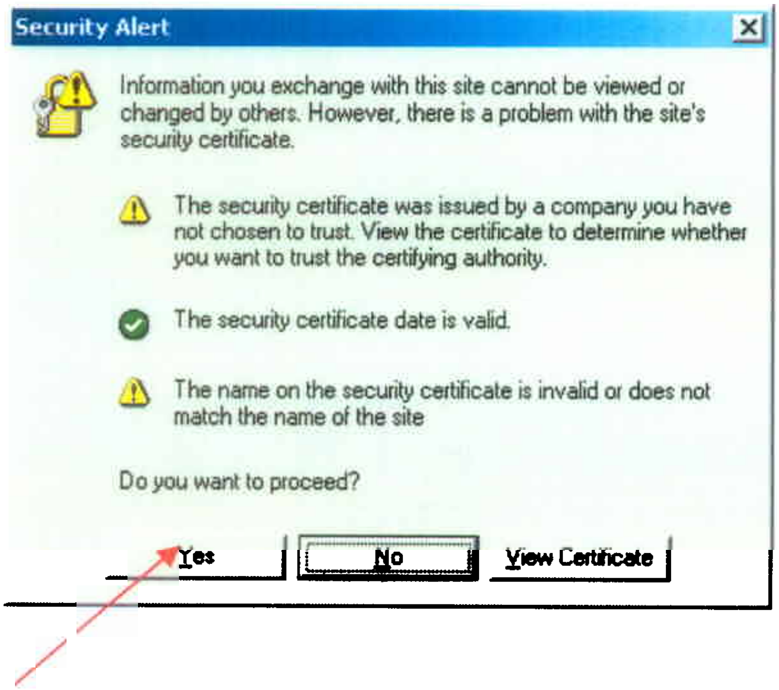
Force Protection Condition: Alpha +

0800, 22 June

Prevention of Sexual Harassment (POSH) Annual Training Requirements

All NETCOM eligible employees must complete their FY 04 annual POSH refresher training by 30 September. Eligible employees are all Government service employees (GS, GG, SES, wage grade), as well as military employees supervising civilian employees. This training is optional for contractors. Military employees who do not supervise civilians must take this training through their servicing Equal Opportunity (EO) office. Military employees supervising civilians are required to take this training through Equal Employment

Step 2: The following 'Security Alert' message should appear. Click 'Yes' to proceed.



Security Alert

Information you exchange with this site cannot be viewed or changed by others. However, there is a problem with the site's security certificate.

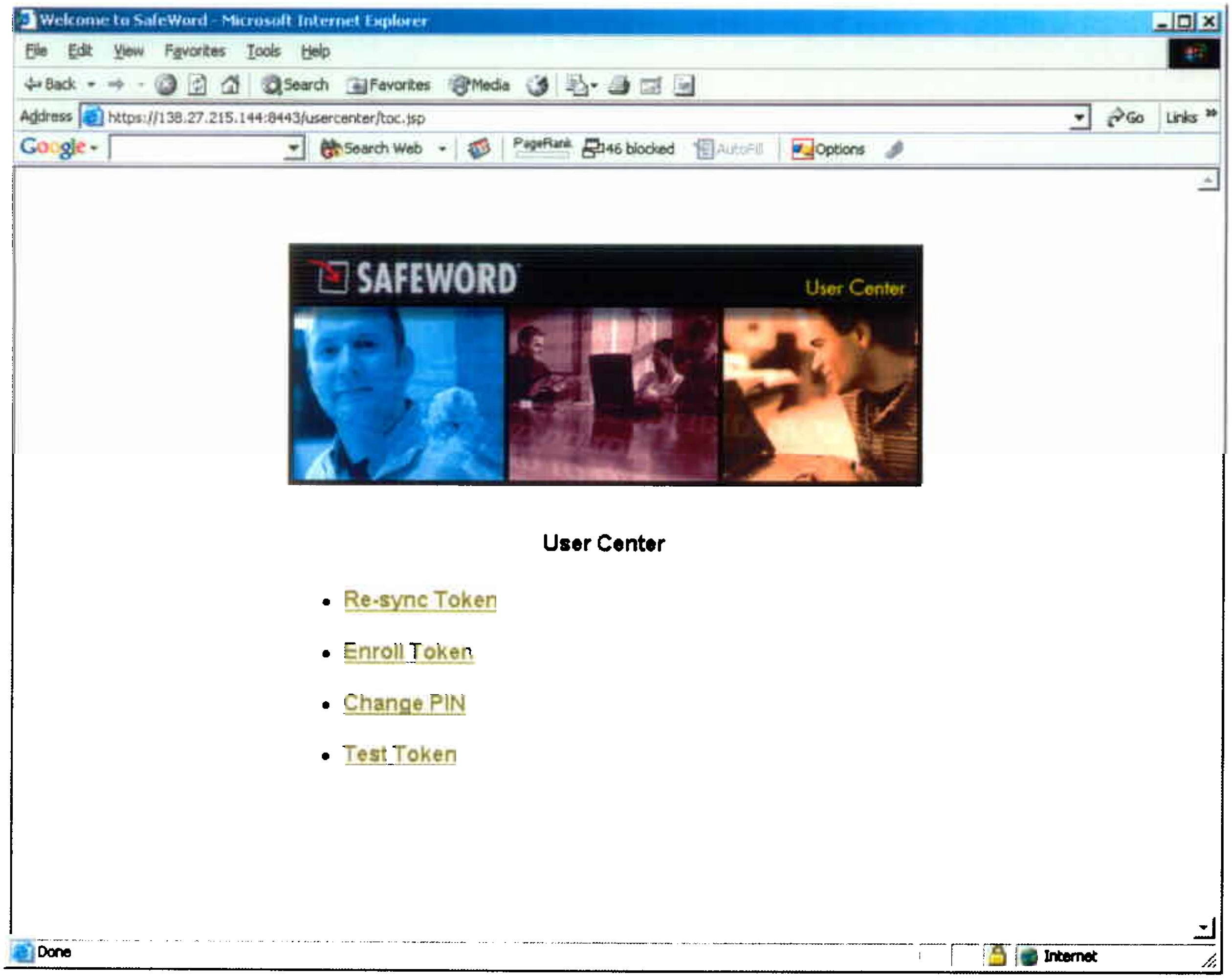
The security certificate was issued by a company you have not chosen to trust. View the certificate to determine whether you want to trust the certifying authority.

The security certificate date is valid.

The name on the security certificate is invalid or does not match the name of the site

Do you want to proceed?

Step 3: The following web site should appear:



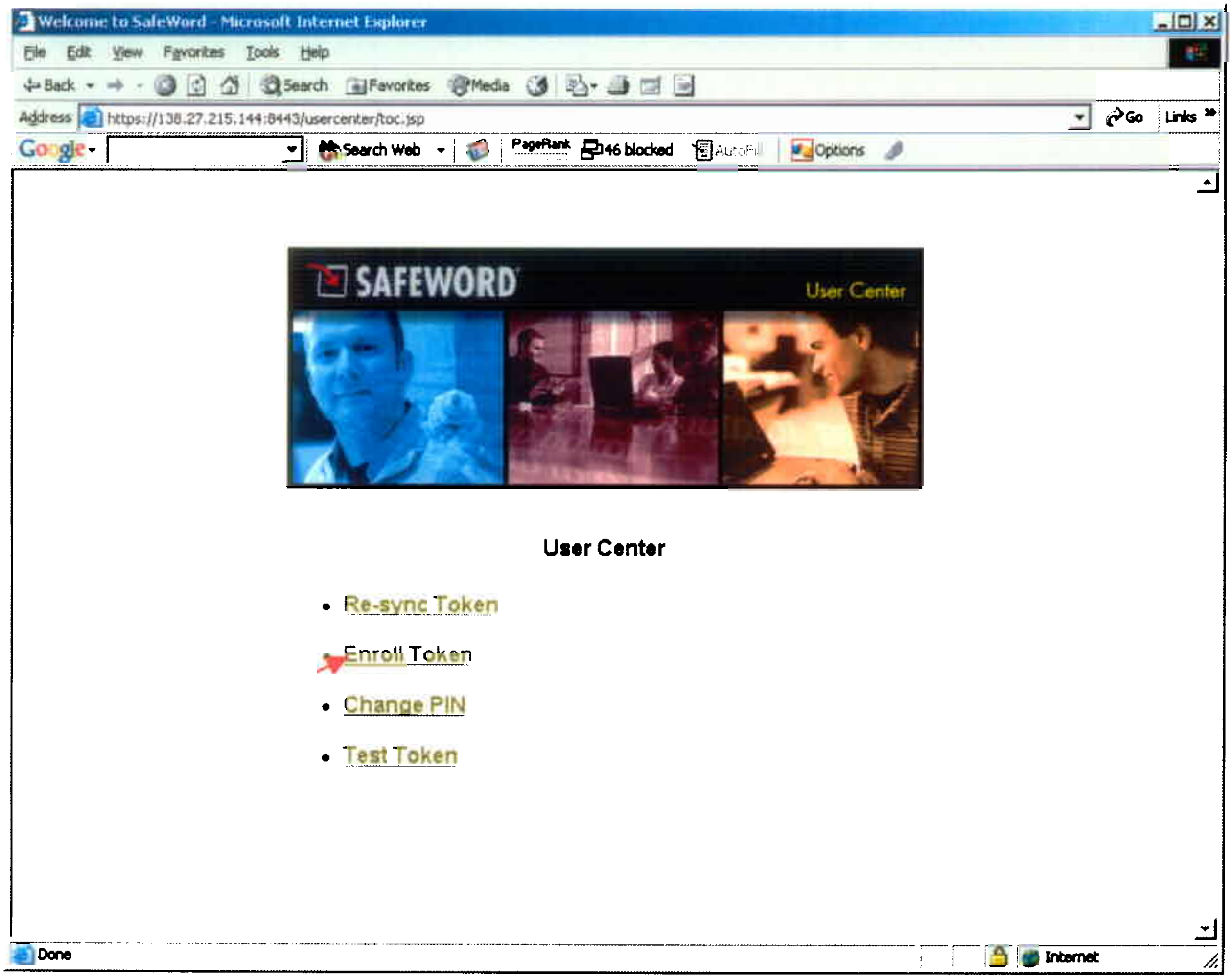
Welcome to SafeWord - Microsoft Internet Explorer

Address: https://138.27.215.144:8443/usercenter/toc.jsp

User Center

- Re-sync Token
- Enroll Token
- Change PIN
- Test Token

Step 4: Click on ‘Enroll Token’.

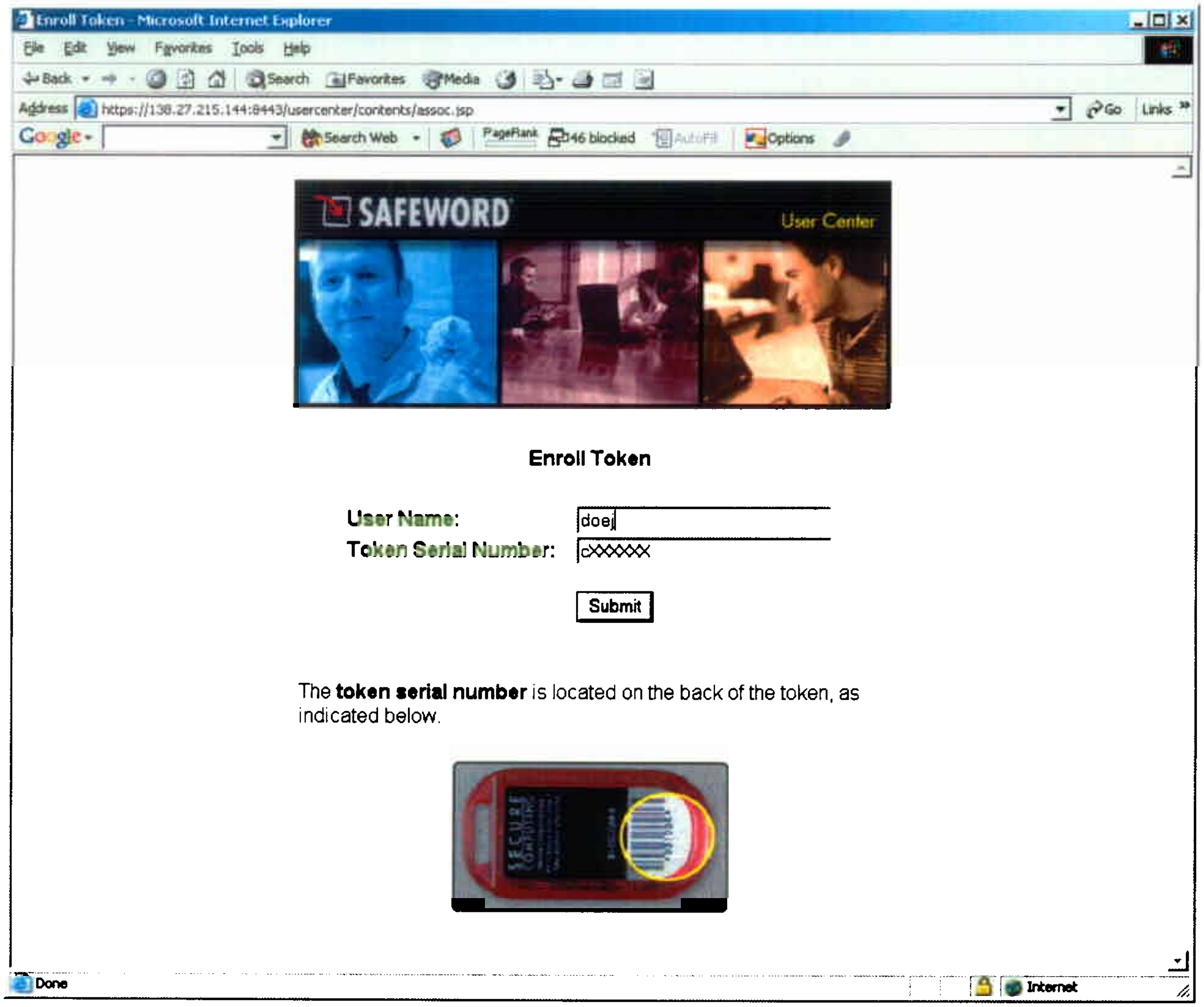


Welcome to SafeWord - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites Media
Address https://138.27.215.144:8443/usercenter/toc.jsp
Go Links
Google Search Web PageRank 46 blocked AutoFill Options
SAFEWORD
User Center
Done
Internet

User Center

- Re-sync Token
- Enroll Token
- Change PIN
- Test Token

Step 5: The following web page should appear. **Your User Name is your last name followed by your first initial of your first name.** For example if your name were John Doe, your username would be doej. Your token serial number is printed on the back of your hardware token and starts with the letter 'c'. Type in both your user name and token serial number in the designated fields shown and click the 'Submit' button.


Enroll Token - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites Media
Address
Go Links
Google Search Web PageRank 46 blocked AutoFill Options
SAFEWORD
User Center
Submit
Done
Internet

Address: https://138.27.215.144:8443/usercenter/contents/assoc.jsp

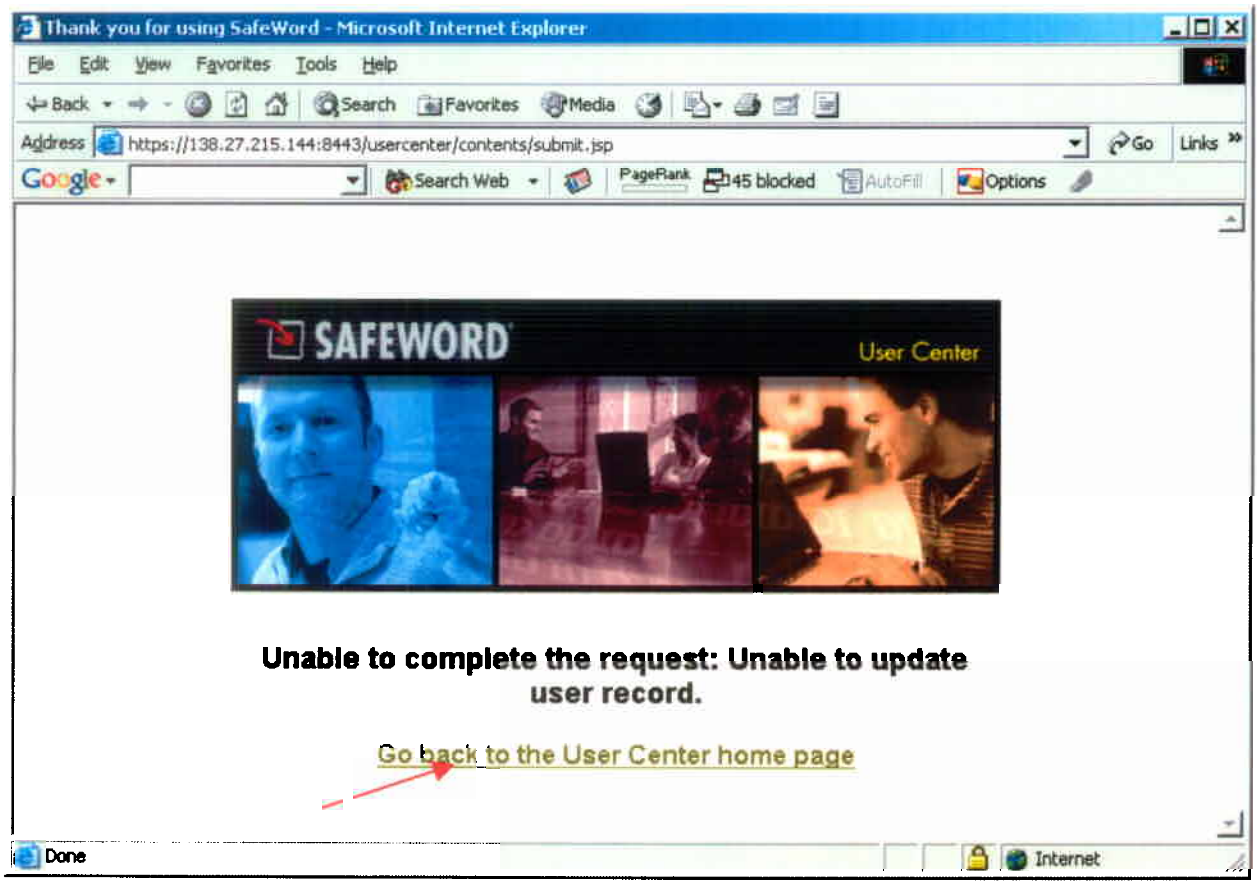
Enroll Token

User Name: doej

Token Serial Number: cXXXXXX

The **token serial number** is located on the back of the token, as indicated below.

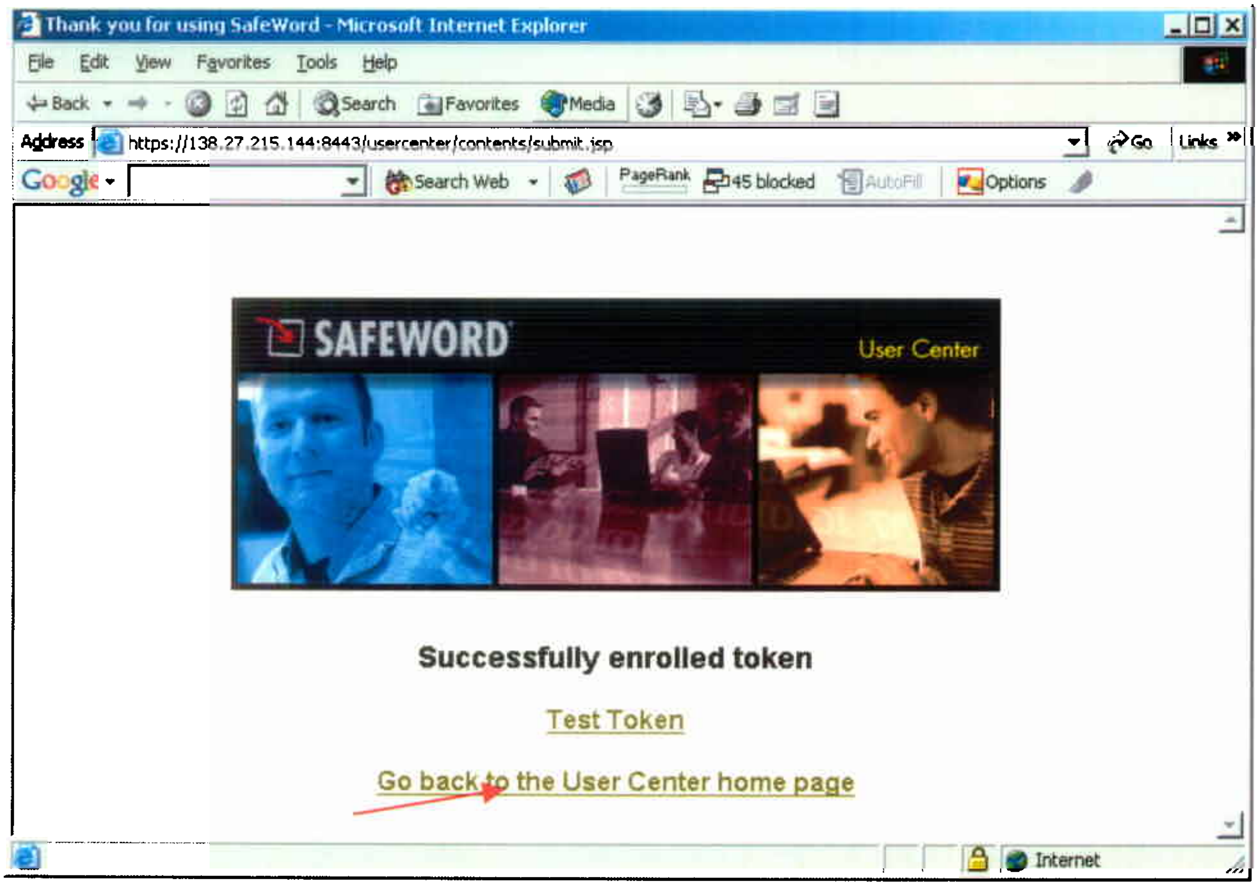
Step 6: If the requested information **was not** typed in correctly, the following web page will appear. If so, click on the 'Go back to the User Center home page' link and go to Step 3 of this section. If this error web page does not appear, go on to Step 7.


Thank you for using SafeWord - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites Media
Address https://138.27.215.144:8443/usercenter/contents/submit.jsp
Go Links
Google Search Web PageRank 45 blocked AutoFill Options
SAFEWORD
User Center
Done
Internet

Unable to complete the request: Unable to update user record.

Go back to the User Center home page

Step 7: The following web page should appear if you typed in your user name and token serial number correctly. Click on the 'Go back to the User Center home page' link.


Thank you for using SafeWord - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites Media
Address https://138.27.215.144:8443/usercenter/contents/submit.jsp
Go Links
Google Search Web PageRank 45 blocked AutoFill Options
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Internet

Successfully enrolled token

Test Token

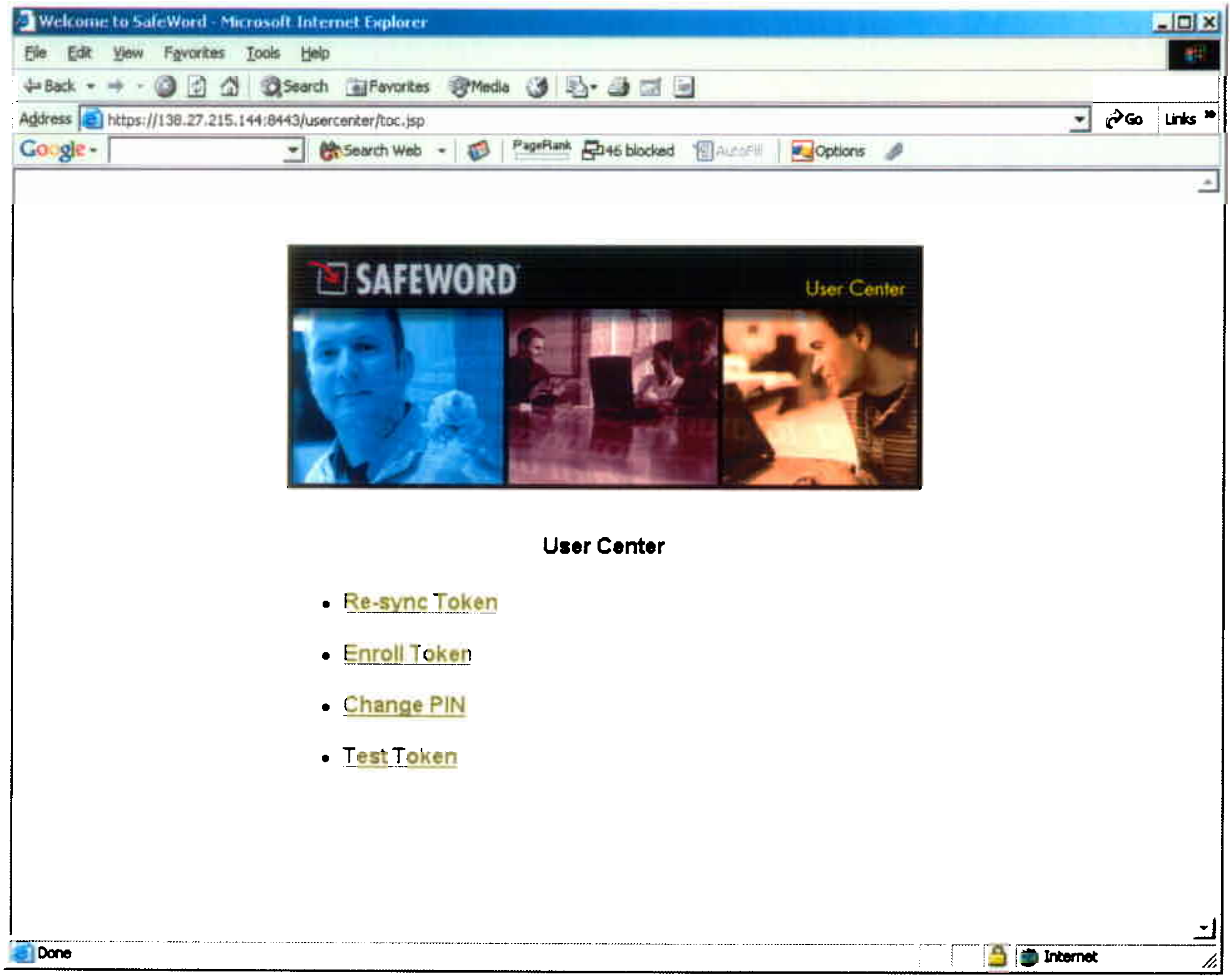
Go back to the User Center home page

Step 8: Go on to **Section 3.0** for assigning a PIN to your token.

3.0 ASSIGNING A PIN TO SAFEWORD HARDWARE TOKEN

After completing section 2.0, your token should be registered. Please follow the following instructions for assigning a PIN to your token. Please note that the following steps are **MANDATORY** to ensure better security of your hardware token.

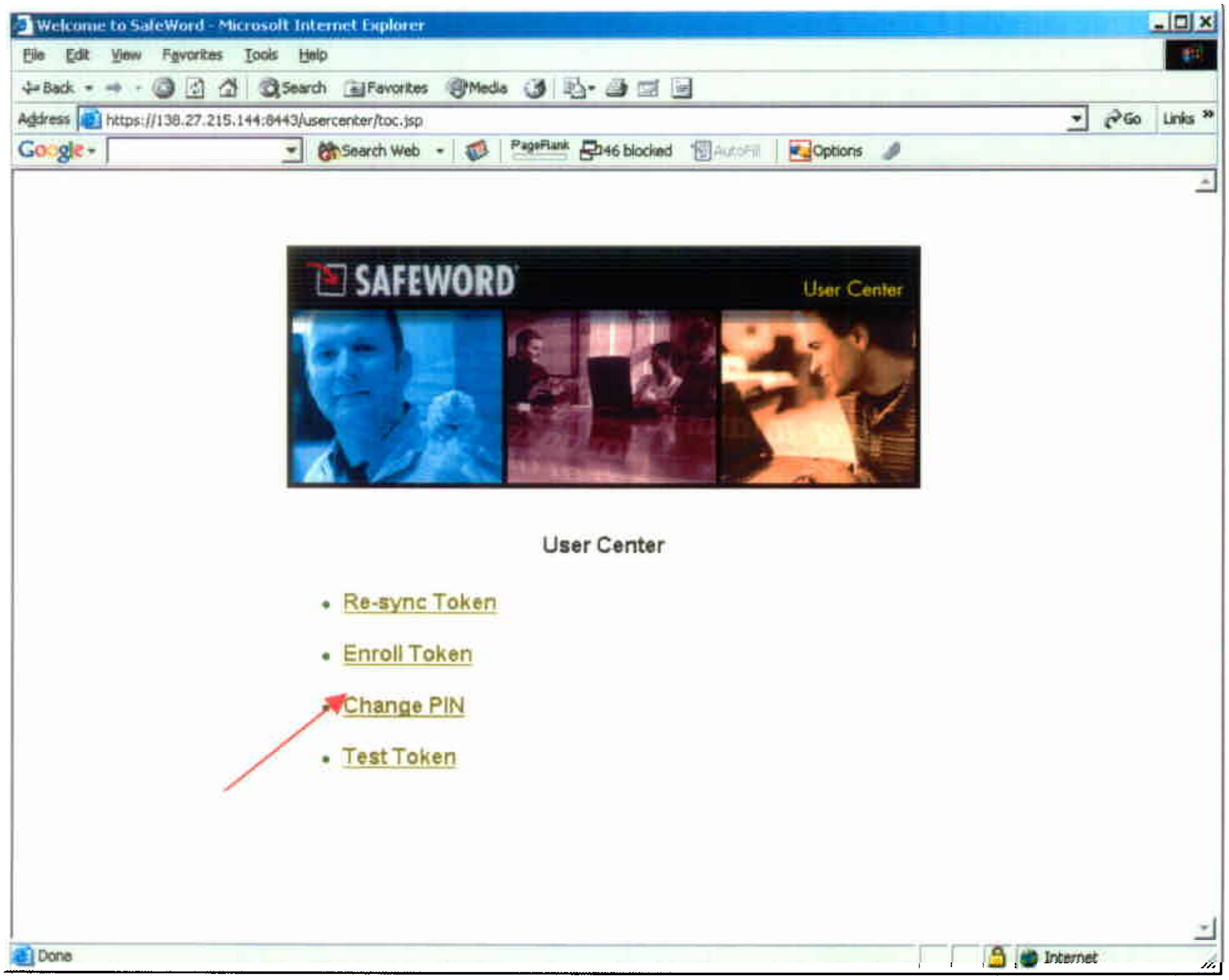
Step1: After completing section 2.0, you should have the following web page up. If not, open Internet Explorer, and type in https://138.27.215.144:8443/usercenter in the address bar and hit 'Enter'.


Welcome to SafeWord - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites Media
Address https://138.27.215.144:8443/usercenter/toc.jsp
Go Links
Google Search Web PageRank 46 blocked AutoFill Options
SAFEWORD
User Center
Done
Internet

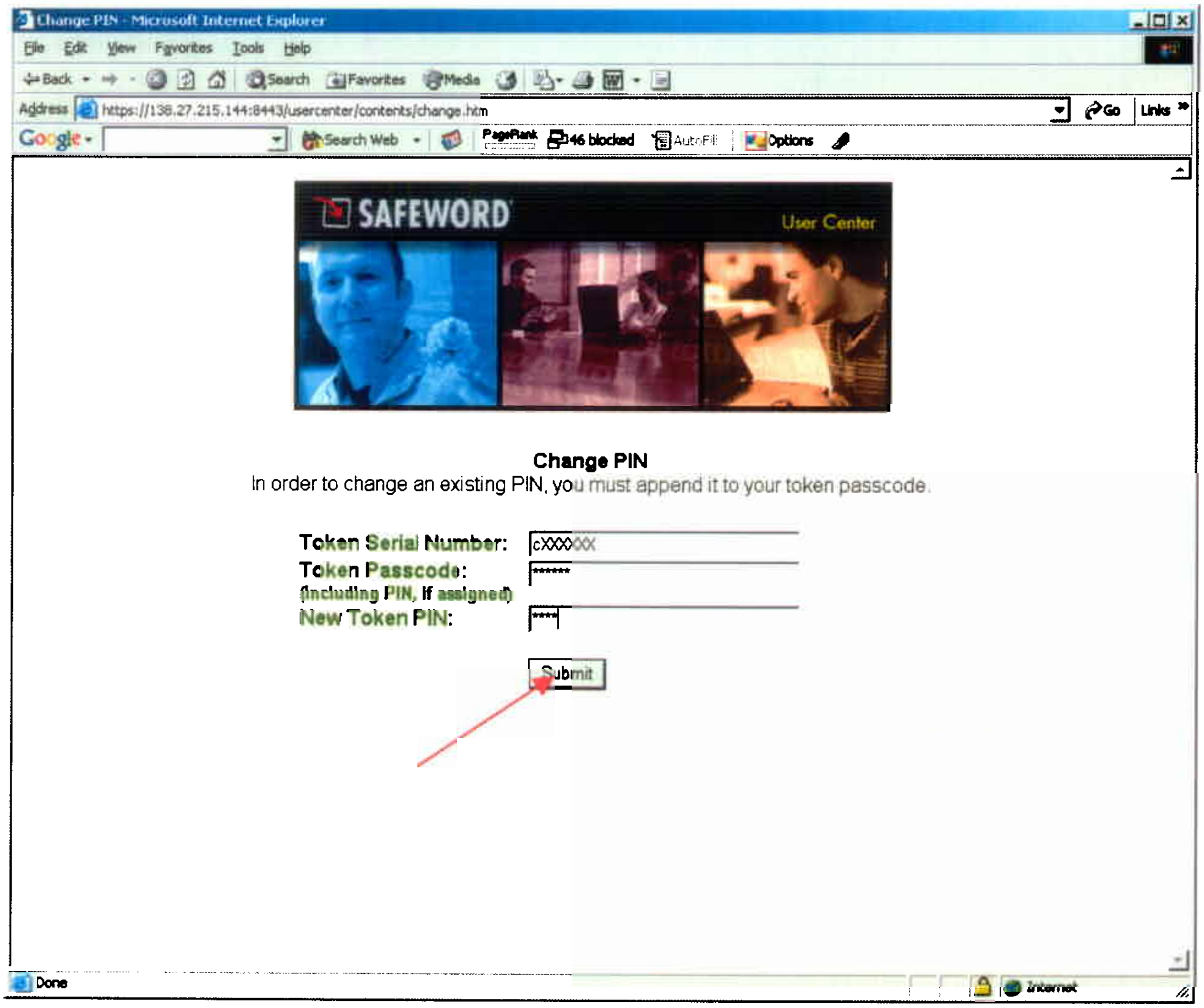
User Center

- Re-sync Token
- Enroll Token
- Change PIN
- Test Token

Step 2: Click on the 'Change PIN' link as shown:


Welcome to SafeWord - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites Media
Address https://138.27.215.144:8443/usercenter/toc.jsp
Go Links
Google Search Web PageRank 46 blocked AutoFill Options
SAFEWORD
User Center
User Center
Re-sync Token
Enroll Token
Change PIN
Test Token
Done
Internet

Step 3: The following web page should appear. Enter your token serial number located on the back of your hardware token that starts with the letter 'c' in the 'Token Serial Number' field. Remove the protective sticker that reads 'REMOVE' on the front of the token. Generate a token pass code by pressing the gray button on the front of the hardware token. Type in the entire pass code in the 'Token Passcode' filed with the letters in lower case. Enter a new four digit PIN in the 'New Token PIN' filed. **(Please memorize your PIN, you will need this every time you use the hardware token for authentication.)** Click the 'Submit' button.


Change PIN - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites Media
Address https://138.27.215.144:8443/usercenter/contents/change.htm
Go Links
Google Search Web PageRank 46 blocked AutoFill Options
SAFEWORD
User Center
Submit
Done
Internet

Change PIN

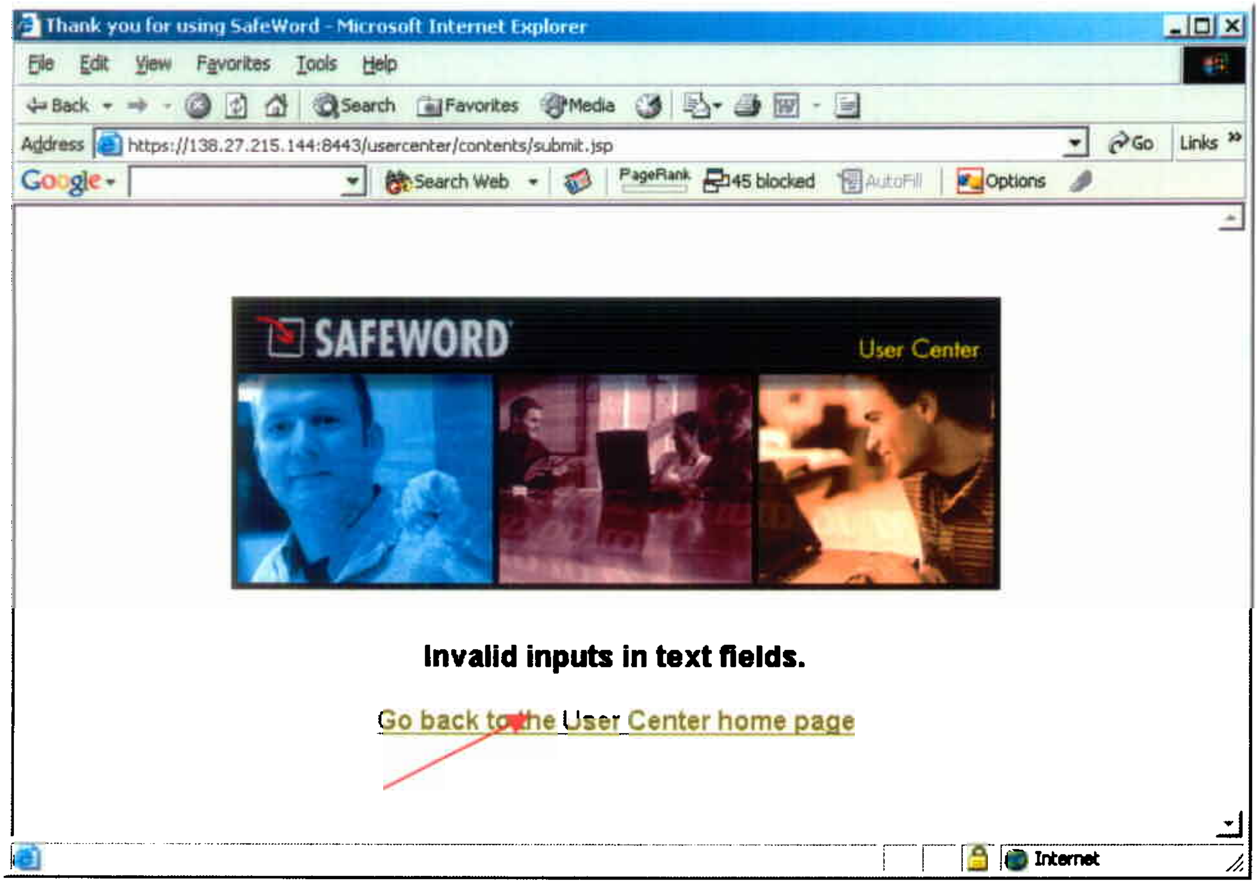
In order to change an existing PIN, you must append it to your token passcode.

Token Serial Number: cXXXXXX

Token Passcode: ******
(including PIN, if assigned)

New Token PIN: ****

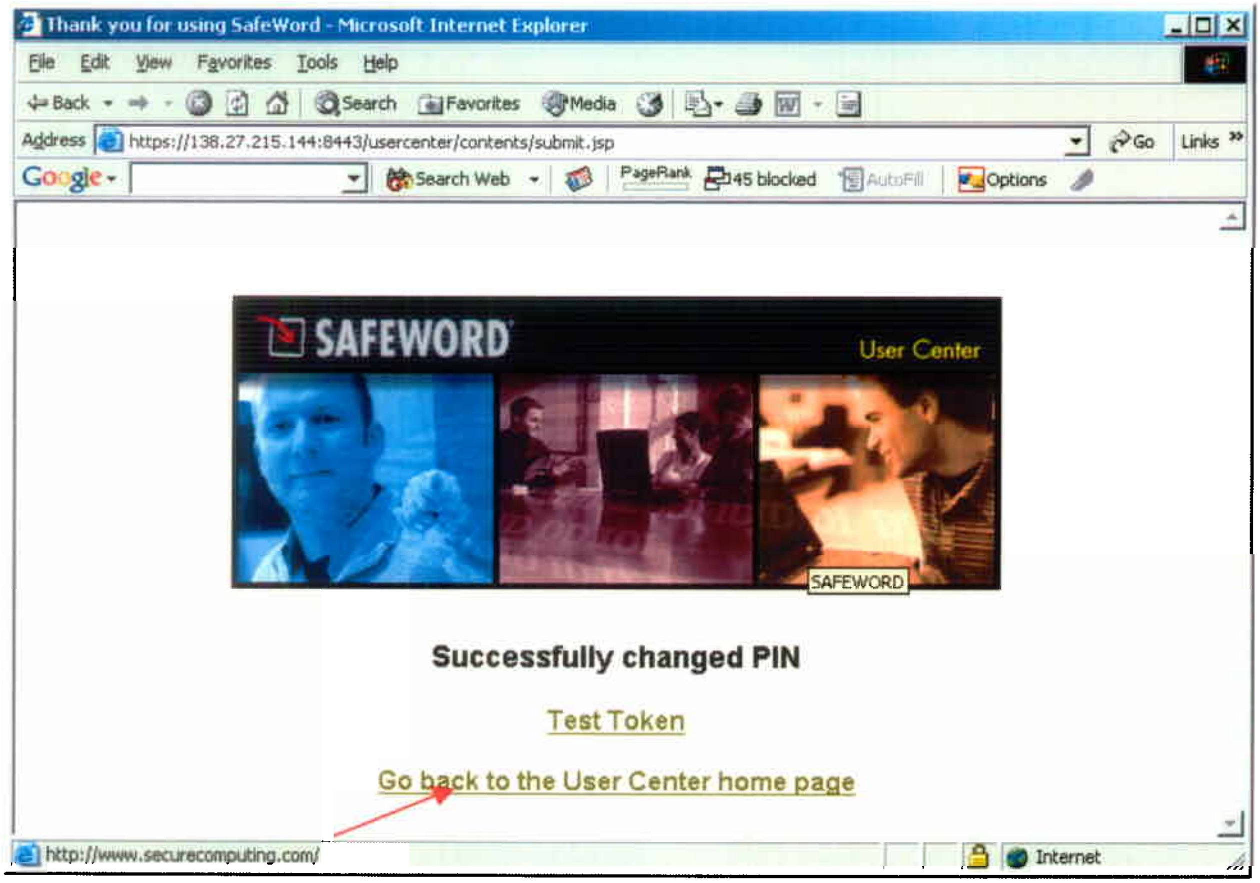
Step 4: If the requested information **was not** typed in correctly, the following web page will appear. If so, click on the 'Go back to the User Center home page' link and go to Step 2 of this section. If this error message does not appear, go on to step 5.


Thank you for using SafeWord - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites Media
Address https://138.27.215.144:8443/usercenter/contents/submit.jsp
Go Links
Google Search Web PageRank 45 blocked AutoFill Options
SAFEWORD
User Center
Internet

Invalid inputs in text fields.

Go back to the User Center home page

Step 5: If the requested information was typed in correctly, the following web page should appear. Click on the 'Go back to the User Center home page'.



Thank you for using SafeWord - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites Media
Address https://138.27.215.144:8443/usercenter/contents/submit.jsp
Go Links
Google Search Web PageRank 45 blocked AutoFill Options
SAFEWORD
User Center
SAFEWORD
http://www.securecomputing.com/
Internet

Successfully changed PIN

Test Token

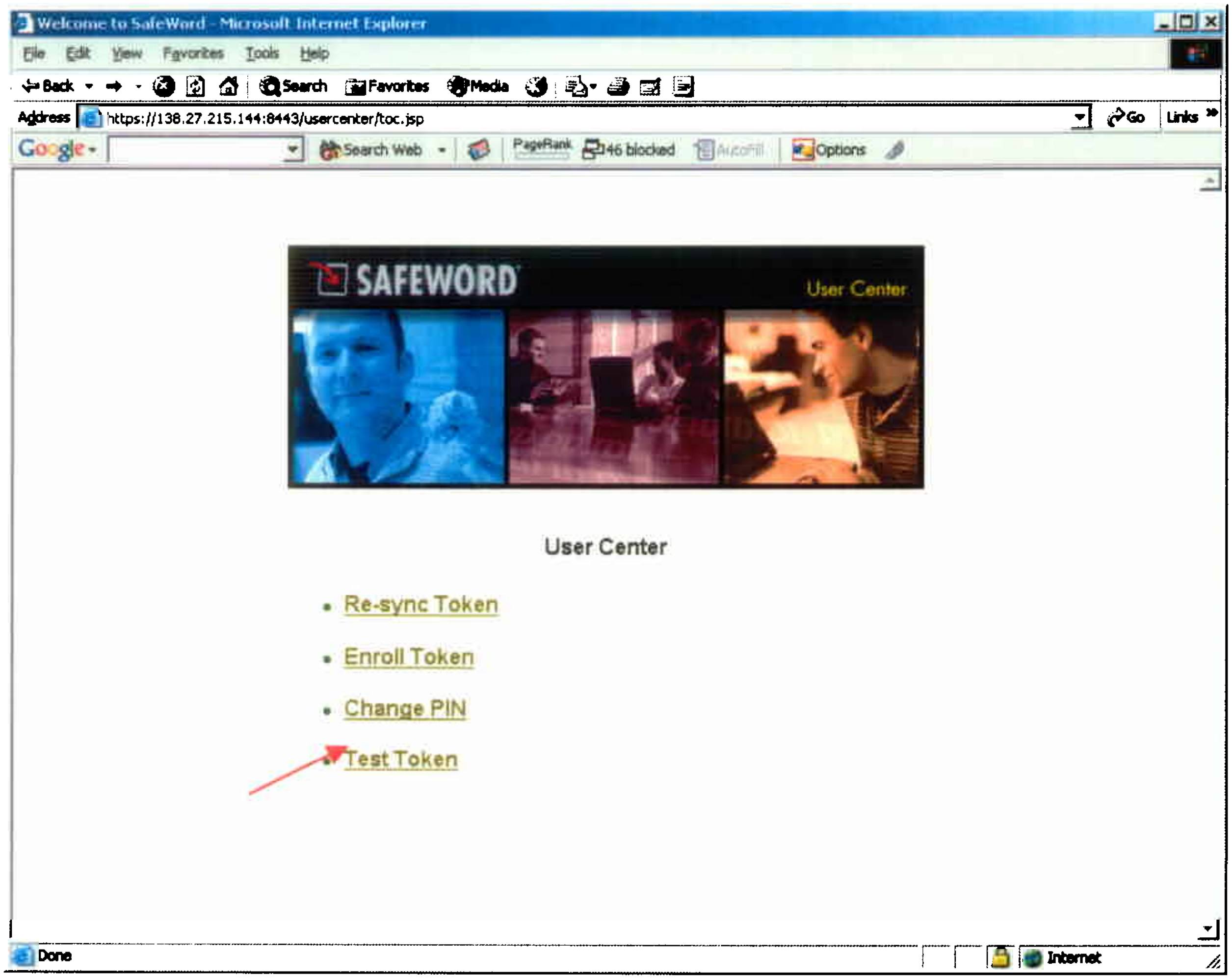
Go back to the User Center home page

Step 6: Go to Section 4.

4.0 TEST TOKEN

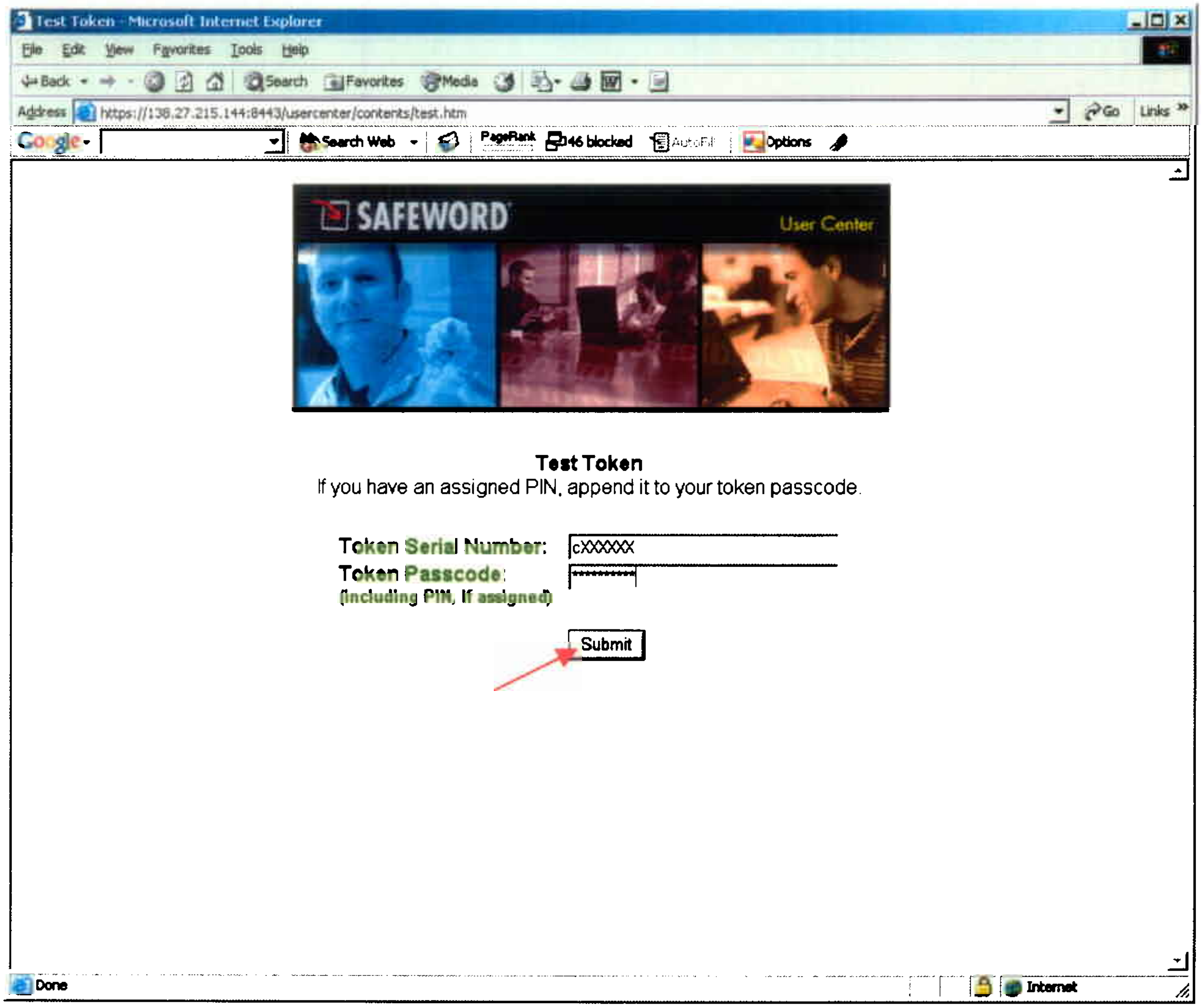
After completing sections 2.0 and 3.0, your token and associated PIN will be registered. Please follow the following instruction to test authenticating with a generated token pass code and newly assigned PIN.

Step 1: After completing section 3.0, you should be at the following web page. If not, open Internet Explorer, and type in https://138.27.215.144:8443/usercenter in the address bar and hit the 'Enter' key on your keyboard. Click on the 'Test Token' link.


Welcome to SafeWord - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites Media
Go Links
Google Search Web PageRank 46 blocked AutoFill Options
SAFEWORD
User Center
User Center
Re-sync Token
Enroll Token
Change PIN
Test Token
Done
Internet

Address https://138.27.215.144:8443/usercenter/toc.jsp

Step 2: The following web page should appear. Enter the token serial number printed on the back of your token starting with the letter 'c' in the 'Token Serial Number' field. Generate a new token pass code by pressing the gray button on the front of the token. Enter the pass code **followed by your PIN** into the 'Token Passcode' field. Click the 'Submit' button.


Test Token - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites Media
Address https://138.27.215.144:8443/usercenter/contents/test.htm
Go Links
Google Search Web PageRank 46 blocked AutoFill Options
SAFEWORD
User Center
Done
Internet

Test Token

If you have an assigned PIN, append it to your token passcode.

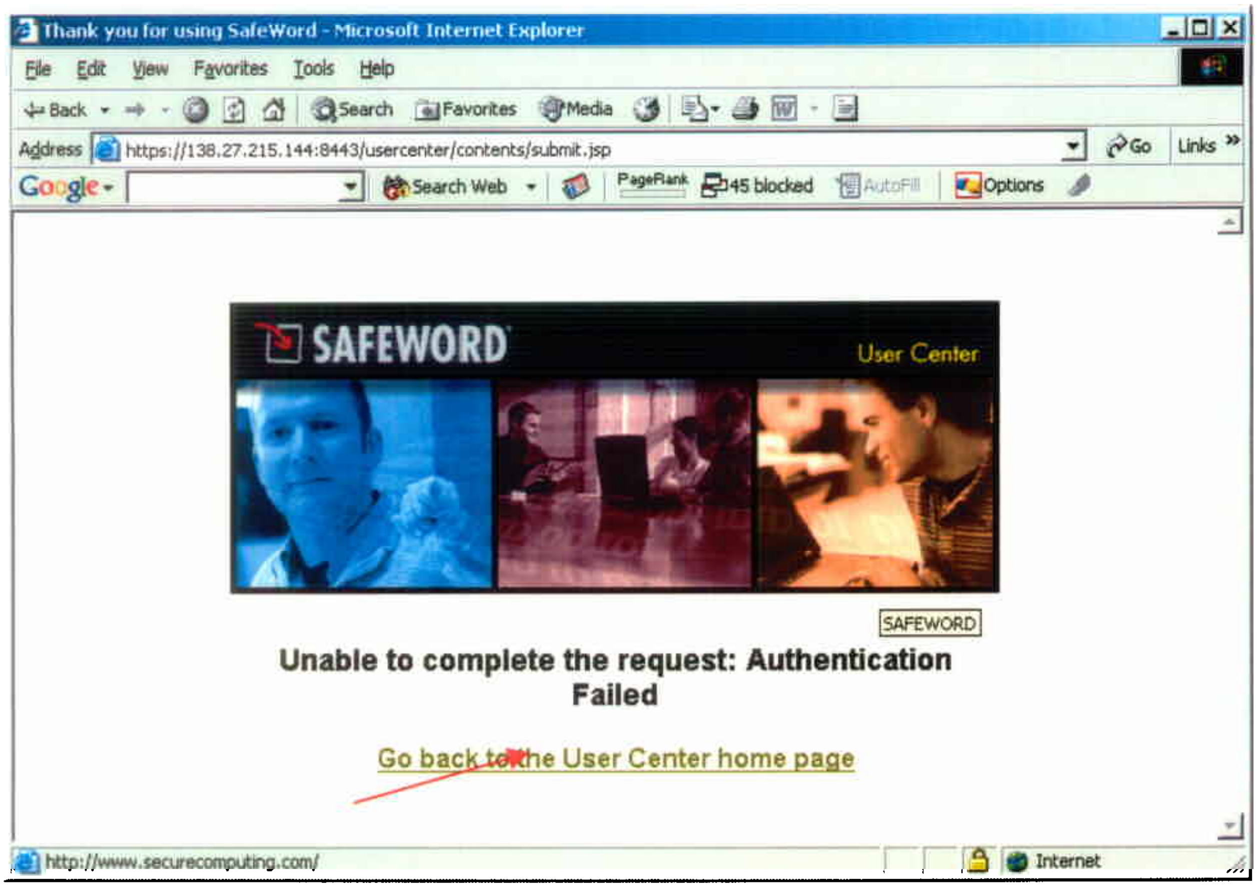
Token Serial Number: cXXXXXX

Token Passcode: **********

(Including PIN, if assigned)

Submit

Step 3: If the information **was not** correctly typed in, the following error web page should appear. If so, click on the 'Go back to the User Center home page' link, then click on the 'Test Token' link, and go to Step 5 of this section. If this error web page does not appear, go to Step 4.

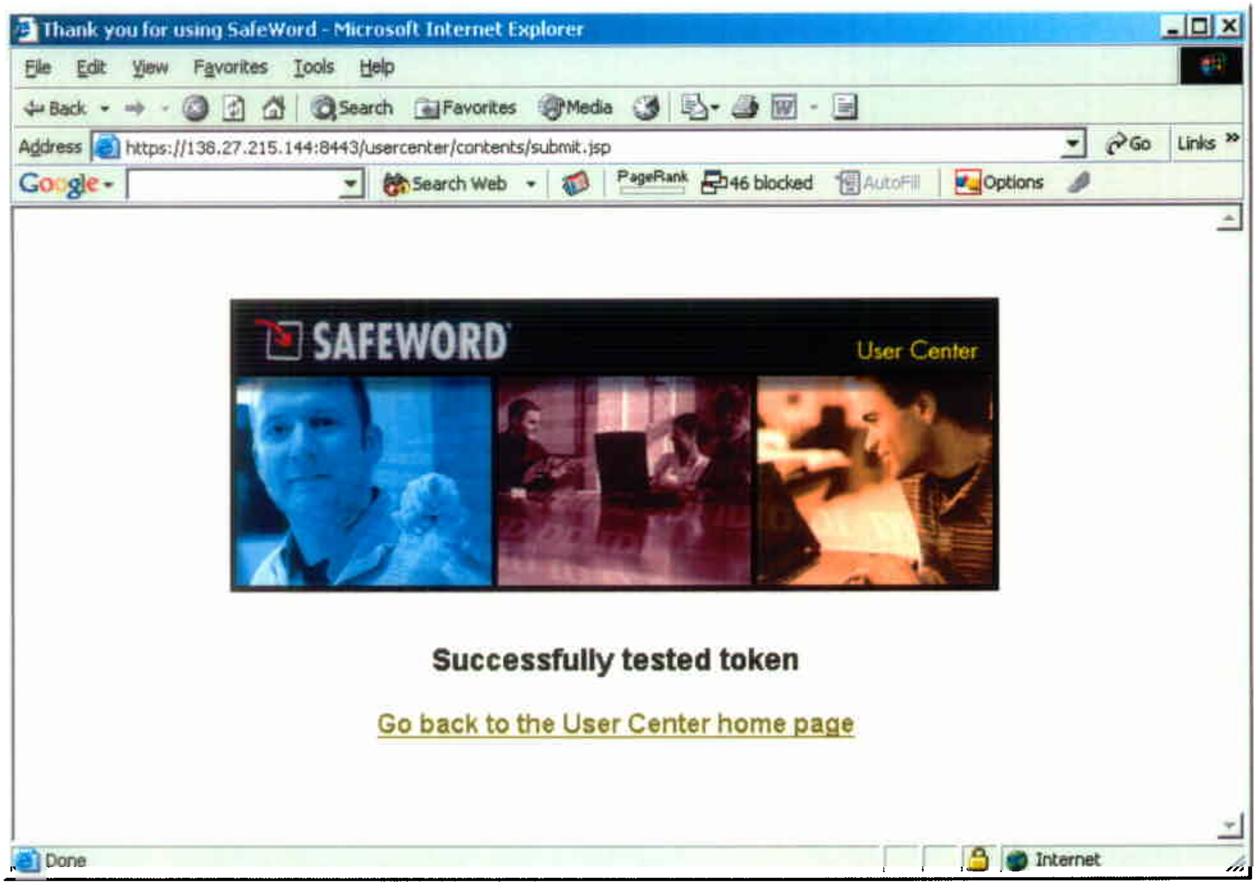


Thank you for using SafeWord - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites Media
Address https://138.27.215.144:8443/usercenter/contents/submit.jsp
Go Links
Google Search Web PageRank 45 blocked AutoFill Options
SAFEWORD
User Center
SAFEWORD
http://www.securecomputing.com/
Internet

Unable to complete the request: Authentication Failed

Go back to the User Center home page

Step 4: If the requested information was typed in correctly, the following web page should appear.



Thank you for using SafeWord - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites Media
Address
Go Links
Google
Search Web
PageRank
46 blocked
AutoFill
Options
SAFEWORD
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Done
Internet

https://138.27.215.144:8443/usercenter/contents/submit.jsp

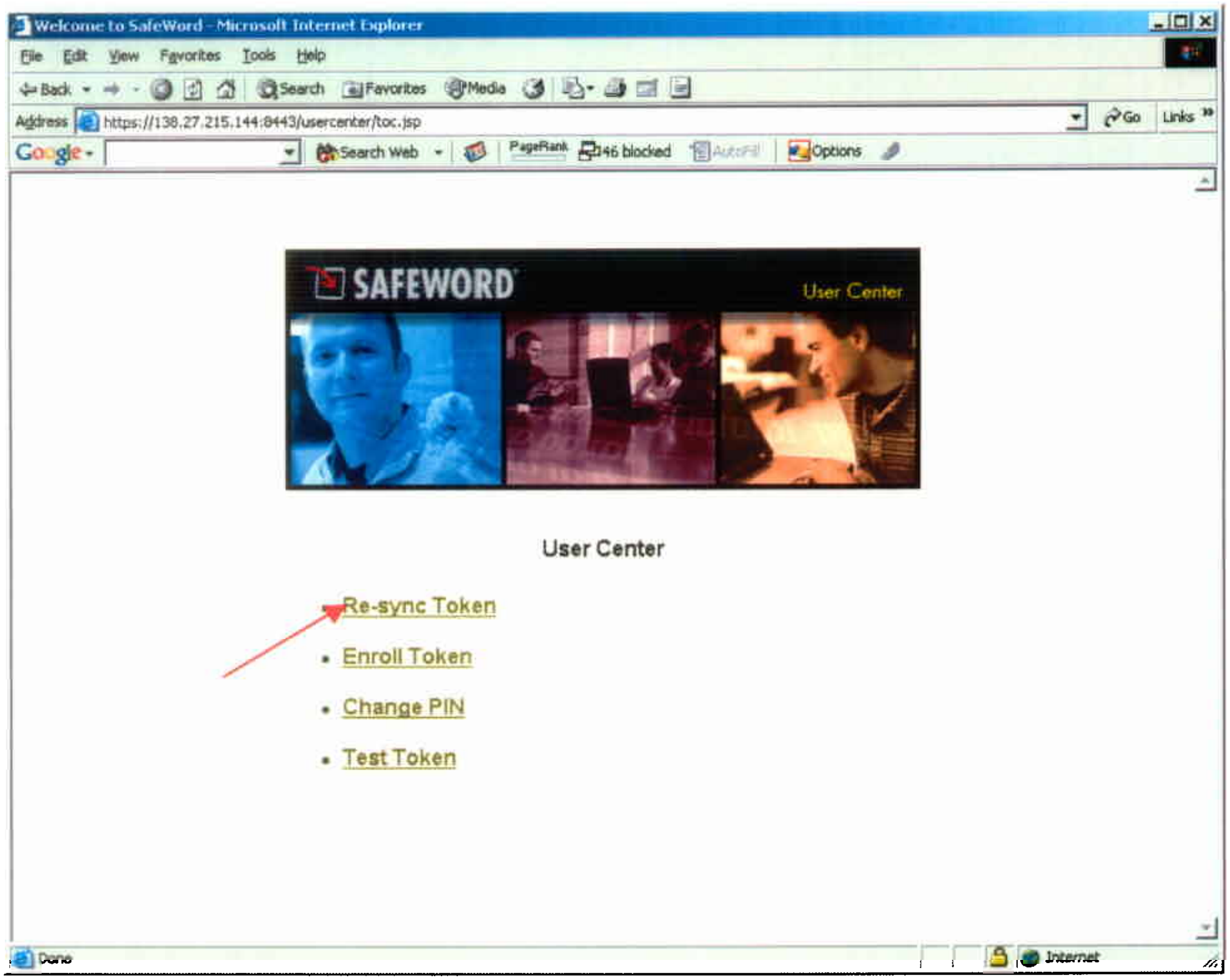
Successfully tested token

Go back to the User Center home page

5.0 RE-SYNCING SAFEWORD HARDWARE TOKEN

The Safeword hardware token normally stays in-sync with the Safeword Remote Access server. However, if a user generates many pass codes without using them to authenticate, the Safeword Remote Access server will loose sync with the Safeword hardware token. **If this occurs**, the hardware token may need to be re-synced with the Safeword Remote Access server. Follow the following steps to re-sync your hardware token, if needed.

Step 1: Open Internet Explorer, and type in https://138.27.215.144:8443/usercenter in the address bar and hit the 'Enter' key on your keyboard. The following web page will appear. Click on the 'Re-sync' Token link.


Welcome to SafeWord - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites Media
Address https://138.27.215.144:8443/usercenter/toc.jsp
Go Links
Google Search Web PageRank 46 blocked AutoFill Options
SAFEWORD
User Center
Done
Internet

User Center

- Re-sync Token
- Enroll Token
- Change PIN
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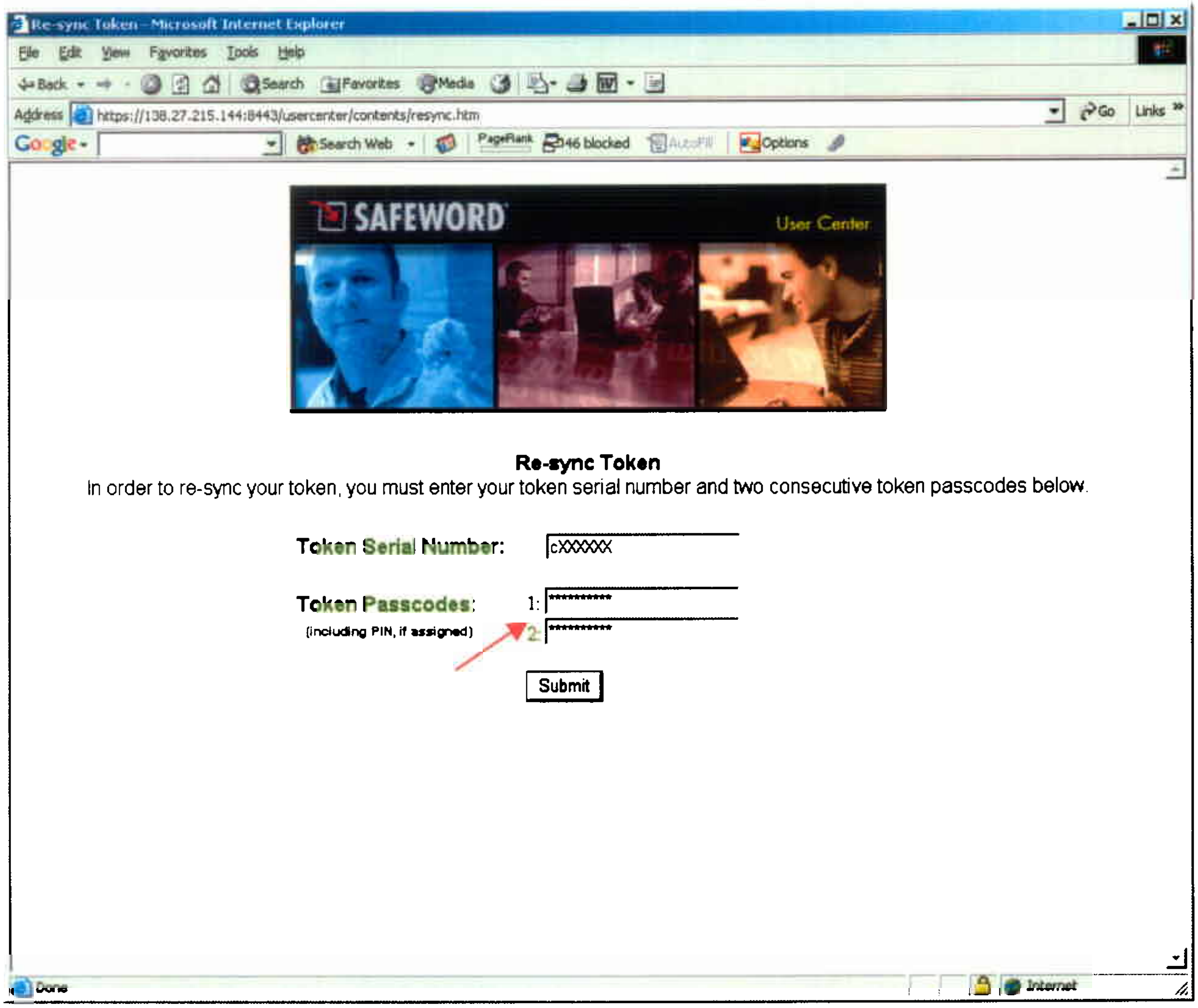
Step 2: The following web page should appear. Enter the token serial number printed on the back of your token starting with the letter 'c' into the 'Token Serial Number' field. Generate a new token pass code by pressing the gray button on the front of the token. Enter the pass code **<u>followed by your PIN</u>** into the 'Token Passcodes 1:' field. Do the same for 'Token Passcodes 2:' field. Click the 'Submit' button.


Re-sync Token - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites Media
Address https://138.27.215.144:8443/usercenter/contents/resync.htm
Go Links
Google Search Web PageRank 46 blocked AutoFill Options
SAFEWORD
User Center
Done
Internet

Re-sync Token

In order to re-sync your token, you must enter your token serial number and two consecutive token passcodes below.

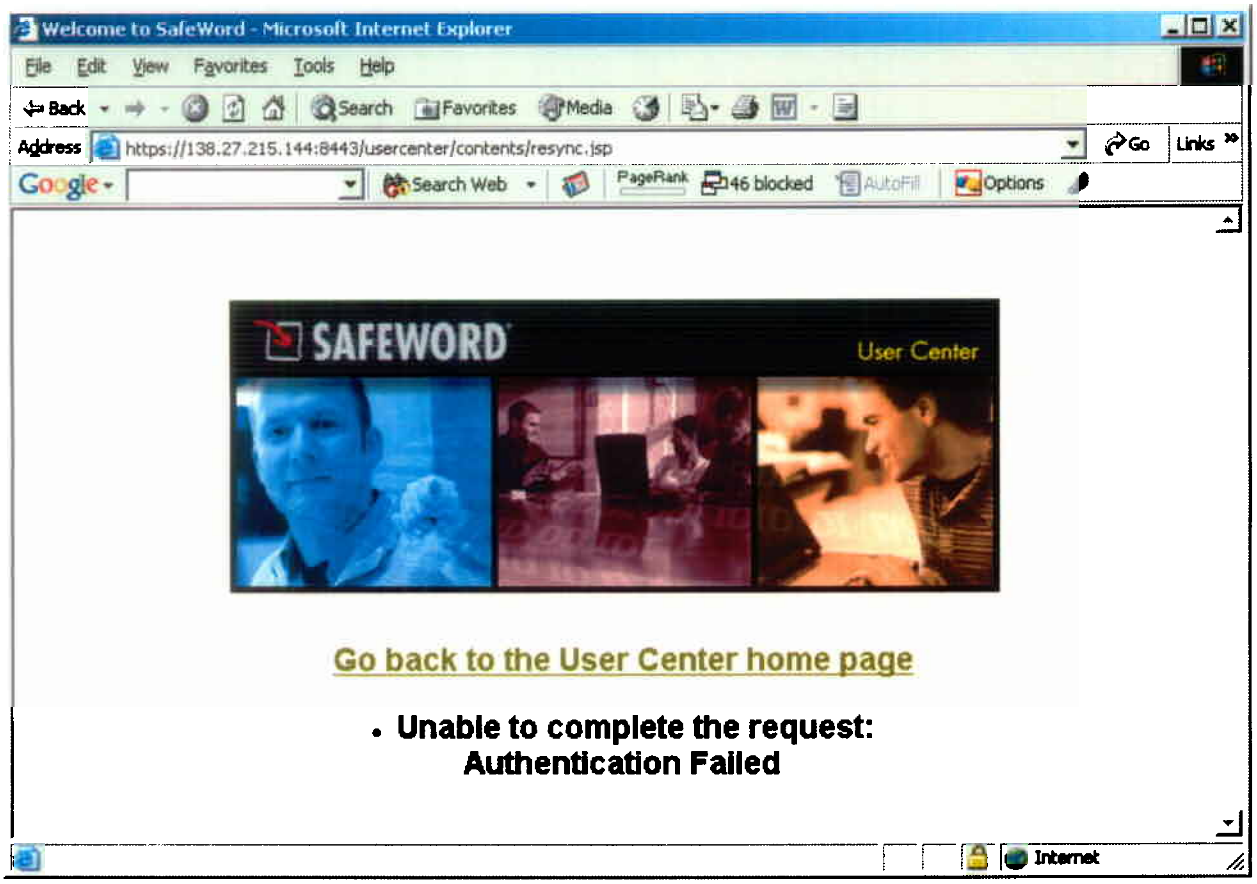
Token Serial Number: cXXXXXX

Token Passcodes: 1: ***********

(including PIN, if assigned) 2: ***********

Submit

Step 3: If the information **was not** correctly typed in, the following error web page should appear. If so, click on the 'Go back to the User Center home page' link, then click on the 'Test Token' link, and go to Step 1 of this section. If this error message does not appear, go to Step 4.

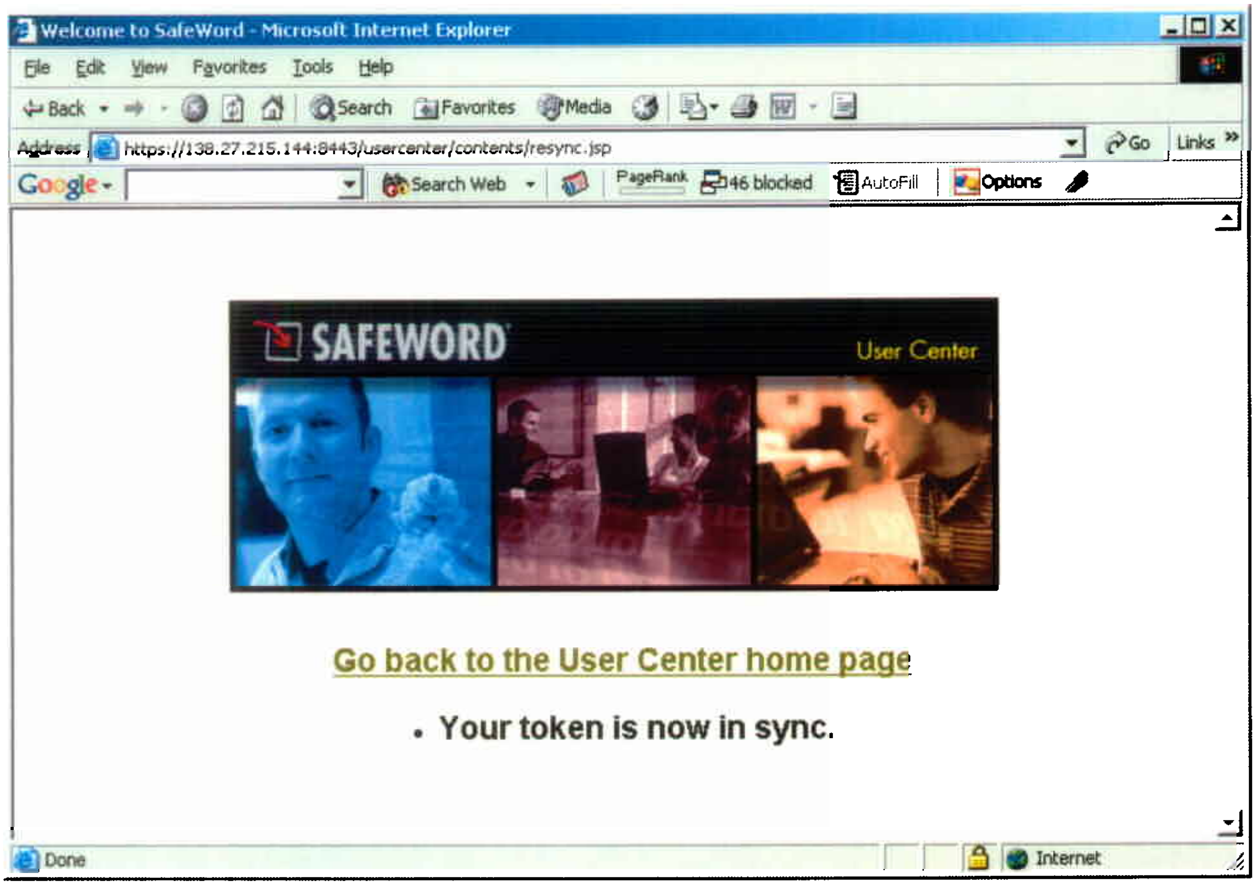

Welcome to SafeWord - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites Media
Go Links
Google Search Web PageRank 46 blocked AutoFill Options
SAFEWORD
User Center
Internet

Address https://138.27.215.144:8443/usercenter/contents/resync.jsp

Go back to the User Center home page

- Unable to complete the request: Authentication Failed

Step 4: If the requested information was typed in correctly, the following web page should appear.


Welcome to SafeWord - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites Media
Address https://138.27.215.144:8443/usercenter/contents/resync.jsp
Go Links
Google Search Web PageRank 46 blocked AutoFill Options
SAFEWORD
User Center
Done
Internet

Go back to the User Center home page

- Your token is now in sync.

Step 5: Done

6.0 CONCLUSION

Should any user have questions concerning these instructions or the Safeword hardware token, please contact Mr. Randy R. Sookoo at the NETCOM/9th Army Signal Command, Operational Engineering Directorate (OED), Enterprise Network Division (NETC-EST-EN), at randy.sookoo@netcom.army.mil or, (520) 533-5630 (Commercial), (312) 821-5630 (DSN).